



Inter-Departmental Communication

Office of the City Auditor

Date: May 10, 2011

To: Mayor Sylvester "Sly" James Jr. and Members of the City Council

From: Gary L. White, City Auditor *GL White*

Subject: Fiscal Year 2011 Fourth Quarter Citizen Satisfaction Survey Results

Council Resolution 090340 directs the city auditor to prepare quarterly citizen satisfaction surveys. The fourth quarter results for the Fiscal Year 2011 Citizen Satisfaction Survey are attached.

The survey was mailed to a random sample of 2,000 Kansas City, Missouri, households on March 1st. Between March 9th and March 29th, telephone surveys were administered to households that did not respond to the survey by mail. A total of 1,173 households responded. Survey results for the fourth quarter have a 95 percent confidence level and a margin of error of up to +/- 2.86 percent. Compared to the 2000 Census for the city as a whole, the quarterly survey respondents fairly represent citizens in the gender and race categories.

Once all four quarterly surveys are completed, we will analyze citywide satisfaction with city services. We will also compare the city's annual results to prior years' results and survey results from other metropolitan area and U.S. benchmark cities.

If you have any questions, please contact me at 513-3320.

Attachment

cc: Board of Police Commissioners
Board of Parks and Recreation Commissioners
Troy M. Schulte, Interim City Manager
James Corwin, Chief of Police

Kansas City Citizen Survey Results

All results exclude "Don't Know" responses. Results may not add to 100% due to rounding.

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
	N= 4,637	N=1,207	N=1,260	N=1,338	N=1,173
<u>Major Service Categories</u>					
Q1a Overall quality of police, fire, and ambulance services					
Satisfied/Very Satisfied	74%	75%	72%	74%	76%
Neutral	19%	18%	20%	17%	17%
Dissatisfied/Very Dissatisfied	7%	7%	8%	9%	8%
Q1b Overall quality of city parks and recreation programs and facilities					
Satisfied/Very Satisfied	56%	58%	57%	59%	60%
Neutral	30%	28%	31%	27%	29%
Dissatisfied/Very Dissatisfied	14%	14%	12%	14%	11%
Q1c Overall maintenance of city streets, buildings, and facilities					
Satisfied/Very Satisfied	22%	20%	24%	25%	23%
Neutral	29%	29%	27%	30%	31%
Dissatisfied/Very Dissatisfied	49%	51%	49%	45%	46%
Q1d Overall quality of city water utilities					
Satisfied/Very Satisfied	58%	55%	49%	52%	52%
Neutral	24%	24%	26%	27%	25%
Dissatisfied/Very Dissatisfied	18%	20%	25%	21%	23%
Q1e Overall enforcement of city codes and ordinances					
Satisfied/Very Satisfied	32%	37%	33%	36%	32%
Neutral	37%	33%	38%	37%	37%
Dissatisfied/Very Dissatisfied	31%	30%	29%	27%	30%
Q1f Overall quality of customer service you receive from city employees					
Satisfied/Very Satisfied	48%	49%	47%	48%	47%
Neutral	30%	31%	30%	29%	33%
Dissatisfied/Very Dissatisfied	22%	20%	22%	23%	20%
Q1g Overall effectiveness of city communication with the public					
Satisfied/Very Satisfied	33%	35%	32%	37%	38%
Neutral	36%	36%	40%	36%	36%
Dissatisfied/Very Dissatisfied	31%	30%	28%	26%	25%
Q1h Overall quality of the city's stormwater runoff/stormwater management system					
Satisfied/Very Satisfied	36%	29%	34%	36%	35%
Neutral	32%	31%	31%	32%	35%
Dissatisfied/Very Dissatisfied	32%	40%	35%	33%	30%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q1i Overall quality of the city's public health services					
Satisfied/Very Satisfied	44%	43%	46%	48%	49%
Neutral	41%	42%	41%	38%	37%
Dissatisfied/Very Dissatisfied	15%	15%	12%	14%	15%

Q1j Overall flow of traffic

Satisfied/Very Satisfied	48%	48%	46%	49%	56%
Neutral	31%	33%	33%	32%	31%
Dissatisfied/Very Dissatisfied	21%	19%	21%	19%	13%

Q1k Overall quality of airport facilities

Satisfied/Very Satisfied	<i>new in 2011</i>	74%	74%	73%	75%
Neutral		20%	20%	20%	19%
Dissatisfied/Very Dissatisfied		7%	7%	7%	6%

Q1l Overall quality of public transportation

Satisfied/Very Satisfied	37%	43%	45%	42%	47%
Neutral	34%	32%	32%	34%	33%
Dissatisfied/Very Dissatisfied	29%	25%	23%	24%	21%

Q1m Overall quality of city convention facilities (Bartle Hall, Municipal Auditorium, etc.)

Satisfied/Very Satisfied	55%	64%	62%	63%	66%
Neutral	34%	28%	30%	31%	27%
Dissatisfied/Very Dissatisfied	11%	8%	7%	6%	7%

Q1n Overall quality of the city's 311 service

Satisfied/Very Satisfied	49%	54%	51%	55%	55%
Neutral	30%	26%	29%	27%	29%
Dissatisfied/Very Dissatisfied	21%	19%	20%	18%	16%

Emphasis for Major Service Categories

Q2 Major service categories that should receive the most emphasis from city leaders over the next two years – 1st Choice

Police, fire, and ambulance services	19%	15%	19%	19%	21%
Parks and recreation programs and facilities	4%	3%	3%	3%	3%
Maintenance of city streets, buildings, and facilities	35%	38%	34%	34%	36%
Water utilities	5%	6%	7%	6%	6%
Enforcement of codes and ordinances	6%	6%	4%	6%	6%
Customer service	3%	3%	2%	4%	3%
Communication with the public	4%	3%	3%	4%	4%
Stormwater management	6%	9%	8%	7%	6%
Public health services	3%	2%	2%	3%	2%
Traffic flow	4%	4%	5%	5%	3%
Airport facilities	<i>new in 2011</i>	1%	1%	1%	0%
Public transportation	7%	6%	7%	6%	6%
Convention facilities	1%	1%	1%	1%	0%
311 service	4%	3%	3%	3%	2%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q2 Major service categories that should receive the most emphasis from city leaders over the next two years – 2nd Choice					
Police, fire, and ambulance services	7%	6%	9%	7%	6%
Parks and recreation programs and facilities	5%	5%	4%	4%	4%
Maintenance of city streets, buildings, and facilities	25%	23%	22%	26%	24%
Water utilities	7%	7%	8%	9%	9%
Enforcement of codes and ordinances	10%	8%	11%	8%	10%
Customer service	5%	6%	6%	5%	5%
Communication with the public	8%	8%	8%	8%	8%
Stormwater management	9%	15%	12%	10%	12%
Public health services	4%	4%	3%	3%	5%
Traffic flow	7%	8%	7%	6%	7%
Airport facilities	<i>new in 2011</i>	1%	1%	2%	0%
Public transportation	7%	7%	6%	8%	6%
Convention facilities	1%	1%	1%	1%	1%
311 service	4%	3%	2%	2%	2%

Q2 Major service categories that should receive the most emphasis from city leaders over the next two years – 3rd Choice

Police, fire, and ambulance services	6%	7%	7%	6%	5%
Parks and recreation programs and facilities	7%	5%	5%	5%	7%
Maintenance of city streets, buildings, and facilities	12%	12%	13%	12%	12%
Water utilities	5%	8%	7%	7%	9%
Enforcement of codes and ordinances	9%	8%	10%	8%	11%
Customer service	7%	6%	6%	6%	7%
Communication with the public	12%	10%	8%	9%	10%
Stormwater management	9%	13%	10%	10%	11%
Public health services	6%	5%	5%	5%	5%
Traffic flow	9%	9%	9%	11%	8%
Airport facilities	<i>new in 2011</i>	1%	2%	2%	1%
Public transportation	10%	8%	10%	11%	8%
Convention facilities	3%	2%	1%	2%	2%
311 service	6%	5%	6%	6%	5%

Items That May Influence Citizen Perceptions of the City

Q3a Overall quality of services provided by the City of Kansas City, Missouri

Satisfied/Very Satisfied	43%	45%	46%	46%	50%
Neutral	37%	36%	35%	37%	33%
Dissatisfied/Very Dissatisfied	20%	18%	19%	17%	17%

Q3b Overall value that you receive for your city tax dollars and fees

Satisfied/Very Satisfied	27%	30%	29%	33%	33%
Neutral	32%	30%	32%	31%	32%
Dissatisfied/Very Dissatisfied	41%	40%	38%	36%	35%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q3c Overall image of the city					
Satisfied/Very Satisfied	36%	42%	44%	42%	42%
Neutral	31%	32%	31%	31%	33%
Dissatisfied/Very Dissatisfied	33%	26%	25%	27%	25%
Q3d How well the city is planning for growth					
Satisfied/Very Satisfied	25%	26%	27%	27%	29%
Neutral	35%	37%	39%	36%	38%
Dissatisfied/Very Dissatisfied	40%	37%	34%	37%	33%
Q3e Overall quality of life in the city					
Satisfied/Very Satisfied	50%	51%	55%	52%	52%
Neutral	31%	32%	27%	31%	29%
Dissatisfied/Very Dissatisfied	20%	17%	18%	17%	18%
Q3f Overall feeling of safety in the city					
Satisfied/Very Satisfied	35%	37%	36%	35%	38%
Neutral	31%	31%	29%	32%	27%
Dissatisfied/Very Dissatisfied	35%	31%	35%	33%	35%
<u>Living in Kansas City, Missouri</u>					
Q4 Do you think you will be living in Kansas City, Missouri, five years from now?					
Yes	82%	84%	83%	83%	82%
No	18%	16%	17%	17%	18%
<u>Public Safety Services</u>					
Q5a Quality of local police protection					
Satisfied/Very Satisfied	62%	65%	61%	62%	65%
Neutral	23%	23%	25%	25%	22%
Dissatisfied/Very Dissatisfied	14%	12%	14%	13%	13%
Q5b The visibility of police in neighborhoods					
Satisfied/Very Satisfied	48%	52%	48%	48%	48%
Neutral	25%	24%	27%	26%	27%
Dissatisfied/Very Dissatisfied	26%	24%	25%	26%	25%
Q5c The visibility of police in retail areas					
Satisfied/Very Satisfied	47%	48%	46%	48%	47%
Neutral	33%	34%	34%	32%	33%
Dissatisfied/Very Dissatisfied	20%	18%	20%	20%	19%
Q5d The city's overall efforts to prevent crime					
Satisfied/Very Satisfied	39%	41%	42%	40%	39%
Neutral	32%	32%	33%	32%	33%
Dissatisfied/Very Dissatisfied	29%	26%	25%	28%	28%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q5e Enforcement of local traffic laws					
Satisfied/Very Satisfied	52%	49%	50%	51%	52%
Neutral	31%	31%	33%	32%	31%
Dissatisfied/Very Dissatisfied	18%	20%	16%	16%	17%
Q5f Parking enforcement services					
Satisfied/Very Satisfied	<i>new in 2011</i>	46%	44%	48%	47%
Neutral		38%	43%	39%	38%
Dissatisfied/Very Dissatisfied		16%	13%	13%	15%
Q5g Overall quality of police services					
Satisfied/Very Satisfied	58%	61%	60%	59%	60%
Neutral	29%	27%	28%	29%	28%
Dissatisfied/Very Dissatisfied	13%	11%	12%	12%	12%
Q5h How quickly police respond to emergencies					
Satisfied/Very Satisfied	<i>new in 2011</i>	58%	55%	57%	58%
Neutral		27%	27%	26%	25%
Dissatisfied/Very Dissatisfied		14%	17%	17%	17%
Q5i Overall quality of local fire protection and rescue services					
Satisfied/Very Satisfied	81%	80%	77%	77%	79%
Neutral	16%	17%	19%	18%	17%
Dissatisfied/Very Dissatisfied	3%	3%	4%	5%	4%
Q5j Quality of local ambulance service					
Satisfied/Very Satisfied	74%	76%	69%	72%	74%
Neutral	22%	21%	25%	23%	22%
Dissatisfied/Very Dissatisfied	4%	3%	5%	5%	5%
Q5k How quickly fire and emergency medical services personnel respond to emergencies					
Satisfied/Very Satisfied	<i>new in 2011</i>	78%	70%	72%	75%
Neutral		18%	24%	21%	19%
Dissatisfied/Very Dissatisfied		4%	5%	7%	6%
Q5l Quality of animal control					
Satisfied/Very Satisfied	42%	43%	40%	43%	40%
Neutral	34%	33%	37%	34%	37%
Dissatisfied/Very Dissatisfied	24%	24%	22%	23%	24%
Q5m The city's municipal court					
Satisfied/Very Satisfied	<i>new in 2011</i>	39%	38%	39%	37%
Neutral		41%	46%	42%	43%
Dissatisfied/Very Dissatisfied		20%	17%	19%	20%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
<u>Parks and Recreation Programs and Services</u>					
Q5n Maintenance of city parks					
Satisfied/Very Satisfied	52%	52%	53%	53%	53%
Neutral	31%	32%	32%	32%	31%
Dissatisfied/Very Dissatisfied	16%	16%	15%	15%	16%
Q5o Quality of facilities such as picnic shelters and playgrounds in city parks					
Satisfied/Very Satisfied	<i>new in 2011</i>	50%	51%	49%	52%
Neutral		34%	34%	35%	33%
Dissatisfied/Very Dissatisfied		16%	16%	15%	15%
Q5p Quality of outdoor athletic fields (i.e. baseball, soccer, and football)					
Satisfied/Very Satisfied	39%	49%	49%	49%	48%
Neutral	42%	36%	37%	37%	39%
Dissatisfied/Very Dissatisfied	19%	15%	14%	14%	13%
Q5q Maintenance of boulevards and parkways					
Satisfied/Very Satisfied	50%	51%	51%	53%	51%
Neutral	31%	30%	32%	31%	33%
Dissatisfied/Very Dissatisfied	19%	19%	17%	16%	16%
Q5r Walking and biking trails in the city					
Satisfied/Very Satisfied	36%	43%	44%	46%	43%
Neutral	33%	31%	34%	32%	35%
Dissatisfied/Very Dissatisfied	30%	26%	22%	21%	21%
Q5s City swimming pools and programs					
Satisfied/Very Satisfied	32%	33%	35%	36%	34%
Neutral	43%	41%	42%	40%	41%
Dissatisfied/Very Dissatisfied	25%	25%	23%	24%	25%
Q5t The city's youth athletic programs					
Satisfied/Very Satisfied	33%	33%	32%	34%	34%
Neutral	45%	41%	48%	43%	46%
Dissatisfied/Very Dissatisfied	23%	26%	21%	23%	20%
Q5u The city's adult athletic programs					
Satisfied/Very Satisfied	31%	32%	32%	33%	34%
Neutral	46%	45%	49%	44%	44%
Dissatisfied/Very Dissatisfied	23%	23%	19%	22%	23%
Q5v Maintenance of Kansas City, Missouri, community centers					
Satisfied/Very Satisfied	43%	44%	42%	45%	46%
Neutral	42%	41%	44%	40%	40%
Dissatisfied/Very Dissatisfied	15%	16%	14%	15%	14%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q5w Programs and activities at Kansas City, Missouri, community centers					
Satisfied/Very Satisfied	37%	44%	41%	42%	43%
Neutral	47%	42%	45%	41%	42%
Dissatisfied/Very Dissatisfied	15%	15%	13%	17%	14%
Q5x Ease of registering for [Parks and Recreation] programs					
Satisfied/Very Satisfied	36%	40%	37%	42%	39%
Neutral	48%	44%	49%	43%	47%
Dissatisfied/Very Dissatisfied	16%	16%	14%	15%	14%
Q5y The reasonableness of fees charged for recreation programs					
Satisfied/Very Satisfied	36%	39%	37%	39%	40%
Neutral	46%	44%	47%	43%	44%
Dissatisfied/Very Dissatisfied	18%	17%	16%	18%	16%
<u>Communication and Leadership Services</u>					
Q5z The availability of information about city programs and services					
Satisfied/Very Satisfied	35%	37%	35%	39%	39%
Neutral	35%	34%	36%	35%	35%
Dissatisfied/Very Dissatisfied	30%	29%	29%	26%	26%
Q5aa City efforts to keep you informed about local issues					
Satisfied/Very Satisfied	33%	34%	35%	36%	38%
Neutral	33%	34%	33%	35%	35%
Dissatisfied/Very Dissatisfied	34%	32%	32%	29%	27%
Q5bb Overall quality of the city's website					
Satisfied/Very Satisfied	37%	42%	42%	41%	43%
Neutral	44%	38%	38%	40%	40%
Dissatisfied/Very Dissatisfied	19%	20%	21%	19%	17%
Q5cc The level of public involvement in local decision making					
Satisfied/Very Satisfied	21%	24%	23%	25%	25%
Neutral	35%	37%	40%	39%	39%
Dissatisfied/Very Dissatisfied	45%	39%	36%	36%	36%
Q5dd Overall quality of leadership provided by the city's elected officials					
Satisfied/Very Satisfied	16%	20%	19%	21%	23%
Neutral	25%	28%	32%	33%	32%
Dissatisfied/Very Dissatisfied	58%	52%	49%	46%	45%
Q5ee Overall effectiveness of appointed boards and commissions					
Satisfied/Very Satisfied	16%	18%	21%	21%	22%
Neutral	34%	36%	38%	37%	39%
Dissatisfied/Very Dissatisfied	50%	46%	41%	42%	39%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q5ff Overall effectiveness of the city manager and appointed staff					
Satisfied/Very Satisfied	17%	21%	22%	28%	27%
Neutral	32%	37%	40%	38%	40%
Dissatisfied/Very Dissatisfied	51%	42%	38%	35%	34%
Q5gg How ethically the city conducts business					
Satisfied/Very Satisfied	17%	21%	23%	25%	24%
Neutral	33%	36%	34%	37%	38%
Dissatisfied/Very Dissatisfied	50%	43%	42%	38%	38%
<u>Maintenance, Streets, and Solid Waste Services</u>					
Q6a Maintenance of city streets					
Satisfied/Very Satisfied	23%	22%	22%	26%	22%
Neutral	27%	26%	27%	28%	28%
Dissatisfied/Very Dissatisfied	50%	52%	50%	46%	50%
Q6b Maintenance of streets in your neighborhood					
Satisfied/Very Satisfied	35%	32%	33%	37%	31%
Neutral	22%	22%	25%	23%	24%
Dissatisfied/Very Dissatisfied	43%	46%	42%	40%	45%
Q6c The smoothness of city streets					
Satisfied/Very Satisfied	22%	19%	21%	24%	20%
Neutral	28%	29%	32%	29%	29%
Dissatisfied/Very Dissatisfied	50%	52%	47%	48%	50%
Q6d Condition of sidewalks in the city					
Satisfied/Very Satisfied	22%	20%	24%	25%	22%
Neutral	29%	28%	28%	29%	31%
Dissatisfied/Very Dissatisfied	49%	52%	49%	46%	48%
Q6e Maintenance of street signs and traffic signals					
Satisfied/Very Satisfied	<i>new in 2011</i>	50%	53%	53%	52%
Neutral		32%	31%	31%	30%
Dissatisfied/Very Dissatisfied		19%	17%	17%	18%
Q6f Maintenance and preservation of downtown Kansas City, Missouri					
Satisfied/Very Satisfied	50%	51%	56%	54%	53%
Neutral	35%	34%	31%	33%	34%
Dissatisfied/Very Dissatisfied	15%	15%	14%	13%	13%
Q6g Maintenance of city buildings, e.g., City Hall					
Satisfied/Very Satisfied	50%	51%	54%	52%	52%
Neutral	39%	38%	37%	37%	39%
Dissatisfied/Very Dissatisfied	10%	11%	9%	11%	9%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q6h Snow removal on major city streets during the past 12 months					
Satisfied/Very Satisfied	54%	43%	47%	48%	62%
Neutral	21%	23%	23%	25%	20%
Dissatisfied/Very Dissatisfied	24%	34%	30%	27%	18%
Q6i Snow removal on residential streets during the past 12 months					
Satisfied/Very Satisfied	33%	23%	29%	31%	42%
Neutral	21%	20%	22%	21%	23%
Dissatisfied/Very Dissatisfied	46%	57%	49%	48%	35%
Q6j Mowing and tree trimming along city streets and other public areas					
Satisfied/Very Satisfied	39%	34%	32%	38%	41%
Neutral	32%	32%	32%	30%	31%
Dissatisfied/Very Dissatisfied	30%	34%	36%	32%	27%
Q6k Overall cleanliness of city streets and other public areas					
Satisfied/Very Satisfied	36%	37%	37%	39%	40%
Neutral	34%	35%	33%	34%	35%
Dissatisfied/Very Dissatisfied	31%	29%	31%	27%	26%
Q6l Adequacy of city street lighting					
Satisfied/Very Satisfied	57%	58%	56%	56%	60%
Neutral	27%	27%	29%	28%	27%
Dissatisfied/Very Dissatisfied	16%	15%	15%	16%	13%
Q6m Overall quality of trash collection services					
Satisfied/Very Satisfied	66%	66%	70%	70%	71%
Neutral	18%	19%	17%	17%	18%
Dissatisfied/Very Dissatisfied	15%	14%	13%	13%	10%
Q6n Overall quality of recycling collection services					
Satisfied/Very Satisfied	67%	66%	70%	71%	71%
Neutral	19%	20%	19%	19%	18%
Dissatisfied/Very Dissatisfied	14%	13%	11%	11%	11%
Q6o Overall quality of bulky item pick-up services					
Satisfied/Very Satisfied	39%	47%	48%	51%	50%
Neutral	23%	22%	27%	24%	27%
Dissatisfied/Very Dissatisfied	38%	31%	26%	25%	23%
Q6p Condition of catch basins (storm drains) in your neighborhood					
Satisfied/Very Satisfied	<i>new in 2011</i>	41%	40%	41%	37%
Neutral		26%	30%	28%	32%
Dissatisfied/Very Dissatisfied		32%	30%	31%	32%
Q6q Timeliness of water/sewer line break repairs					
Satisfied/Very Satisfied	35%	34%	34%	33%	31%
Neutral	34%	32%	34%	27%	31%
Dissatisfied/Very Dissatisfied	32%	34%	32%	40%	39%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
<u>Code Enforcement Services</u>					
Q6r Enforcing the clean up of litter and debris on private property					
Satisfied/Very Satisfied	21%	24%	22%	25%	23%
Neutral	29%	27%	34%	27%	30%
Dissatisfied/Very Dissatisfied	51%	49%	44%	48%	47%
Q6s Enforcing the mowing and cutting of weeds on private property					
Satisfied/Very Satisfied	20%	22%	21%	23%	23%
Neutral	27%	26%	30%	28%	31%
Dissatisfied/Very Dissatisfied	53%	52%	49%	50%	46%
Q6t Enforcing the exterior maintenance of residential property					
Satisfied/Very Satisfied	23%	23%	24%	24%	26%
Neutral	31%	33%	37%	33%	35%
Dissatisfied/Very Dissatisfied	46%	44%	39%	43%	39%
Q6u Enforcing sign regulations					
Satisfied/Very Satisfied	33%	30%	29%	31%	30%
Neutral	44%	41%	44%	41%	39%
Dissatisfied/Very Dissatisfied	22%	29%	26%	29%	31%
Q6v Enforcing and prosecuting illegal dumping					
Satisfied/Very Satisfied	20%	20%	20%	22%	23%
Neutral	27%	31%	32%	32%	32%
Dissatisfied/Very Dissatisfied	53%	49%	48%	46%	45%
Q6w Timeliness of the removal of abandoned cars from public property					
Satisfied/Very Satisfied	<i>new in 2011</i>	28%	28%	28%	28%
Neutral		33%	37%	35%	36%
Dissatisfied/Very Dissatisfied		39%	35%	37%	36%
<u>Respondent Experiences</u>					
Q7a Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during the last year?					
Yes	15%	13%	15%	15%	12%
No	85%	87%	85%	85%	88%
Q7b Have you called the police in the last year?					
Yes	33%	33%	33%	34%	29%
No	67%	67%	67%	66%	71%
Q7c Have you called 311 in the last year?					
Yes	46%	49%	49%	51%	48%
No	54%	51%	51%	49%	52%
Q7d Have any members of your household attended or watched any Kansas City, Missouri, public meeting in the last year?					
Yes	38%	36%	37%	39%	37%
No	62%	64%	63%	61%	63%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q7e Have you visited the city's website in the last year?					
Yes	44%	44%	46%	48%	45%
No	56%	56%	54%	52%	55%
Q7f Have you used the city's website to make any payments in the last year?					
Yes	17%	18%	17%	22%	22%
No	83%	82%	83%	78%	78%
Q7g Have you used the bulky item pick-up service in the last year?					
Yes	46%	43%	41%	46%	42%
No	54%	57%	59%	54%	58%
Q7h Have you visited downtown Kansas City, Missouri, for entertainment, dining, or shopping in the last year?					
Yes	62%	66%	66%	65%	61%
No	38%	34%	34%	35%	39%
Q7i Have you visited a Kansas City, Missouri, community center in the last year?					
Yes	31%	31%	30%	38%	34%
No	69%	69%	70%	62%	66%
Q7j Have any members of your household visited any parks in Kansas City, Missouri, in the last year?					
Yes	74%	70%	73%	71%	68%
No	26%	30%	27%	29%	32%
Q7k Have any members of your household received notification of Kansas City, Missouri, Parks and Recreation Department programs or activities in the last year?					
Yes	39%	38%	40%	42%	43%
No	61%	62%	60%	58%	57%
Q7l Have you used public transportation in the last year?					
Yes	25%	24%	27%	26%	26%
No	75%	76%	73%	74%	74%
Q7m Have any members of your household been to a public library within the Kansas City, Missouri, city limits in the last year?					
Yes	<i>new in 2011</i>	72%	73%	73%	70%
No		28%	27%	27%	30%
<u>Rating Kansas City, Missouri</u>					
Q8a How would you rate Kansas City, Missouri, as a place to live?					
Good/Excellent	65%	67%	67%	69%	67%
Neutral	21%	20%	21%	20%	20%
Below Average/Poor	14%	13%	12%	11%	13%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q8b How would you rate Kansas City, Missouri, as a place to raise children?					
Good/Excellent	49%	50%	52%	50%	49%
Neutral	24%	22%	23%	25%	23%
Below Average/Poor	27%	28%	25%	25%	28%

Q8c How would you rate Kansas City, Missouri, as a place to work?

Good/Excellent	59%	62%	61%	61%	63%
Neutral	26%	23%	24%	24%	24%
Below Average/Poor	15%	15%	15%	14%	14%

Feelings of Safety

Q9a How safe do you feel at home during the day?

Safe/Very Safe	81%	85%	82%	83%	83%
Neutral	13%	10%	13%	12%	13%
Unsafe/Very Unsafe	6%	5%	5%	5%	4%

Q9b How safe do you feel at home at night?

Safe/Very Safe	70%	73%	71%	73%	72%
Neutral	18%	16%	18%	15%	18%
Unsafe/Very Unsafe	12%	12%	12%	13%	10%

Q9c How safe do you feel in your neighborhood during the day?

Safe/Very Safe	78%	82%	79%	80%	80%
Neutral	15%	12%	14%	14%	14%
Unsafe/Very Unsafe	7%	6%	7%	7%	6%

Q9d How safe do you feel in your neighborhood at night?

Safe/Very Safe	60%	63%	60%	62%	62%
Neutral	21%	19%	21%	20%	22%
Unsafe/Very Unsafe	20%	18%	19%	18%	16%

Q9e How safe do you feel in city parks during the day?

Safe/Very Safe	59%	59%	61%	61%	61%
Neutral	26%	26%	26%	24%	24%
Unsafe/Very Unsafe	16%	15%	13%	15%	15%

Q9f How safe do you feel in city parks at night?

Safe/Very Safe	13%	18%	16%	17%	14%
Neutral	24%	23%	26%	23%	27%
Unsafe/Very Unsafe	63%	59%	58%	60%	58%

Q9g How safe do you feel in downtown Kansas City, Missouri, during the day?

Safe/Very Safe	68%	73%	71%	68%	69%
Neutral	22%	19%	20%	21%	21%
Unsafe/Very Unsafe	10%	8%	9%	10%	9%

	FY 2010 Results	FY 2011 1st Qtr Results	FY 2011 2nd Qtr Results	FY 2011 3rd Qtr Results	FY 2011 4th Qtr Results
Q9h How safe do you feel in downtown Kansas City, Missouri, at night?					
Safe/Very Safe	29%	33%	33%	31%	31%
Neutral	30%	30%	30%	28%	31%
Unsafe/Very Unsafe	41%	38%	37%	41%	39%

Watching Channel 2

Q10 Have any members of your household watched Channel 2, Kansas City, Missouri's, government cable television channel in the last year?

Yes	<i>new in 2011</i>	47%	49%	50%	48%
No		41%	41%	42%	42%
Not available on my television		12%	10%	8%	10%

Demographics

Q11 Do you own or rent your current residence?

Own	83%	82%	83%	84%	83%
Rent	17%	18%	17%	16%	17%

Q12 Approximately how many years have you lived in Kansas City, Missouri?

Median number of years	35	35	32	31	36
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Q13 Respondent's race/ethnicity

Asian/Pacific Islander	1%	2%	2%	1%	1%
White	67%	68%	71%	69%	67%
American Indian/Eskimo	1%	1%	2%	1%	1%
Black/African American	27%	26%	21%	26%	25%
Other	4%	4%	4%	4%	5%

Q14 Are you of Hispanic, Latino or other Spanish ancestry?

Yes	9%	8%	8%	9%	9%
No	91%	92%	92%	91%	91%

Q15 Respondent's total annual household income

Under \$30,000	30%	31%	30%	27%	31%
\$30,000 to \$59,999	30%	30%	31%	31%	30%
\$60,000 to \$99,999	23%	23%	23%	25%	23%
\$100,000 or more	17%	17%	17%	18%	16%

Q16 Respondent's gender

Male	48%	47%	48%	49%	48%
Female	52%	53%	52%	51%	52%

How respondents completed the survey

Mail	49%	56%	50%	54%	57%
Phone	51%	44%	50%	46%	43%